

**Q. How will the Delaware Division of Motor Vehicles be notified I completed a defensive driving course?**

A. Your course completion will be electronically loaded to your driving record within 48 hours of completing the course.

**Q. Will the three-point credit automatically be deducted from my driving record?**

A. No. The three-point credit is applied to future violations in certain situations. Contact Driver Improvement for a detailed explanation, 302-744-2509.

**Q. Why are the timers on each webpage set for such a long period of time?**

A. 2 DE Reg 2224 requires a minimum of six hours instructional time for a basic defensive driving course and three hours for a refresher course. The defensive driving course provider has the flexibility to choose how to allocate the time.

**Q. When and where are defensive driving classes held?**

A. A complete list of approved defensive driving providers along with their contact information can be found on our website. Locations, dates, and times vary for each provider. [https://www.dmv.de.gov/services/driver\\_services/defensive\\_driving.shtml](https://www.dmv.de.gov/services/driver_services/defensive_driving.shtml)

**Q. I lost my defensive driving certificate, how do I obtain another copy?**

A. You must contact the defensive driving provider directly; there may be a cost associated with this request. If you do not remember the provider, please contact the Division of Motor Vehicles at 302-744-2509 for this information.

**Q. When do I take the refresher defensive driving course?**

A. The refresher course can be completed no less than two years and six months after the initial defensive driving course, but no more than five years after the initial course.

**Q. My insurance company will not offer a discounted rate on my insurance, are they required to do so?**

A. If you completed a defensive driving course from a provider that is approved by the Delaware Division of Motor Vehicles, yes. According to 18 DE Reg 607, insurance companies are required to offer a discount. If you have additional questions or concerns, please contact the Department of Insurance directly at <https://insurance.delaware.gov/> or 1-800-282-8611.